



Maine Department of Health and Human Services

MECMS Update 61

May 1, 2006

Billing News & Tips

OMS offices will be closed on Friday, May 5, for staff meetings

All offices in the Office of MaineCare Services (OMS) in the Department of Health and Human Services will be closed on Friday, May 5, 2006, while our staff attends all-day planning and progress meetings.

However, you'll be able to use the automated system by calling 1-800-321-5557, option 2. You can also choose option 9 for billing questions.

Additionally, you can access information 24 hours a day through the OMS website at <http://www.maine.gov/dhhs/bms/>.

All OMS offices will reopen, as usual, at 8 a.m., Monday, May 8.

Important reminders for dental providers when billing for appliances

Please remember to provide invoices when you bill for dental appliances with the D8999 procedure code.

Without the invoice, we pay at 70%. With all the information filled out on an attached invoice, we pay as charged (excluding shipping and handling).

You should bill within the scope of the prior authorization, making sure the dates, dollars and units billed match the prior authorization.

This information is needed on the attached invoice:

- The dentist's signature.
- Date of service for the appliance.

- The dollar amount requested for the appliance.
- The name and description of the appliance (not "appliance").
- The member's name and MaineCare ID.
- The procedure code listed as D8999, not just 8999.

You can keep up with news from the Providers Advisory Group meetings

The Governor's MECMS Providers Advisory Group is an important advisory panel of providers who advise the Department of Health and Human Services on a wide variety of billing and other MaineCare issues.

You can keep up with the group's activities by reading meeting notes online at: http://www.maine.gov/dhhs/bms/innerthird/gov_mecms_prov_advis_grp.htm.

Norman Curtis joins OMS as Director of Customer Service

We are pleased to announce that Norman Curtis has joined the Office of MaineCare Services (OMS) as the Director of Customer Service.

Norman grew up in Belfast, Maine, and now lives in West Rockport with his wife and two daughters. He earned his bachelor's degree in Political Science from Bates College. He has spent the past 13 years at MBNA America, where he held a wide variety of management positions, all of them focused on internal and external customer satisfaction. His most recent position was First Vice President in the TeleServices division where he oversaw quality assurance for MBNA's worldwide call center questions.

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Norman will use his experience to build an infrastructure at OMS that will support and advance customer service for our members, providers, and staff.

He will start by bringing together several units from multiple divisions that all interface with our customers. These units include Provider Relations, Billing and Information, Provider File, and some help desk functions.

By linking these units in the division of Customer Service, Norman will ensure that staff who are primarily responsible for supporting and responding to complex service and billing inquiries from our customers have the knowledge, tools, and resources to accurately and thoroughly resolve those inquiries in a timely and efficient manner.

Norman looks forward to working with you. ■

Contact Us

Call: 1-800-321-5557

TTY: 1-800-423-4331

Augusta area: 207-624-7539

On the web: www.maine.gov/dhhs/bms

Write:

MaineCare Billing and Information Unit
Office of MaineCare Services
11 State House Station
Augusta, ME 04333-0011

Our listserv:

Sign up for a convenient, fast way to get the news you need about billing procedures and other MaineCare provider information:
<http://mailman.informe.org/mailman/listinfo/provider/>

Previous issues of *The MECMS Update*:

http://www.maine.gov/bms/innerthird/mecms_update_for_provider.htm ■